



Pension Administration Service Standards

●	90% events within standard
◆	80% events within standard
■	Less than 80% events within standard

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Year to Date 2023 Statistics																		
	Target Turnaround Days	Processed	Q1				Q2				Q3				Q4			
		YTD	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days
Member Transactions																		
Enrolments	10	6,200	3,695	●	100%	1	2,505	●	100%	1								
Recordkeeping Updates																		
Change of Information	10	3,745	2,039	●	100%	5	1,706	●	99%	5								
LTD/WSIB/ Leaves	10	959	382	●	99%	5	577	●	99%	5								
Service Purchase & Transfer-in (employer and member initiated)																		
Cost Estimates Sent	30	567	369	●	99%	8	198	●	98%	10								
Purchased Service Posted	30	477	130	●	98%	10	347	●	99%	11								
Pension Estimate	10	1,115	666	●	97%	5	449	●	98%	6								
Pre-Retirement Death																		
Benefit packages sent	30	35	16	●	100%	11	19	◆	84%	20								
Benefit Processed	5	33	19	●	100%	3	14	●	100%	2								
Post-Retirement Death																		
Benefit packages sent	30	315	142	●	99%	10	173	●	100%	8								
Benefit processed / cases closed	60	270	104	●	100%	3	166	●	100%	1								
Termination																		
EOM letters sent	30	1,487	570	●	96%	13	917	●	95%	17								
EOM letters sent (notifications received from cyclical termination reporting)	n/a	712	442	n/a	n/a	n/a	270	n/a	n/a	n/a								
Option packages sent	30	1,396	623	●	96%	11	773	●	95%	18								
Benefit processed	60	596	206	●	100%	3	390	●	100%	3								
Retirement																		
Option packages sent	30	1,219	523	●	94%	15	696	●	96%	15								
Benefit processed	5	974	417	●	98%	2	557	●	98%	2								
Marriage Breakdown																		
FLV Calculations sent	60	59	23	●	91%	41	36	●	100%	n/a								
FLV option processed	60	8	2	●	100%	23	6	●	100%	18								
FLV no division recorded	10	26	26	●	100%	4	0											
Interdesign Transfers	30	828	352	●	98%	13	476	●	96%	12								



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Member														
Email response	Two business days	10,728	4,312	●	96%	6,416	●	97%						
Voice Mail response	Next business day	457	236	●	98%	221	●	97%						
Telephone Calls														
Volume		14,745	6,020			8,725								
% of calls answered	85%		96%			96%								
% abandoned	n/a		n/a			n/a								
Speed to answer	n/a		45 Sec			39 Sec								
Paper Correspondence	10	0												
Employer														
Email response	Next business day	3,732	2,136	●	93%	1596	●	91%						
Voice Mail response	Next business day	105	68	●	98%	37	●	100%						
Annual Data Collection														
Pension Contribution Summary	26-Feb		31-Mar	●		31-Mar	●							
Release of CBR	24-Jan		20-Jan	●		20-Jan	●							
Data queries sent to employer	Scheduled Date													
Data Finalized	1-Jun			n/a		1-Jun	●							
Annual Statements distributed	30-Jun			n/a		30-Jun	●							